

# Wells Fargo : every step of the way



## When, where, how

We offer transferees choice in how they interact with us: toll-free access to a centralized team; local branch retail salesforce, including certified Relocation Specialists; and promotion of our robust suite of online capabilities



## Customer Service – Culture of Caring

**91%**

Percentage of transferees that rated our service Extremely Satisfied or Very Satisfied with their experience in 2017

Based on 43% survey response rate



## Innovation / Technology

Online Mortgage Application; yourLoanTracker<sup>SM</sup> - loan progress at a glance, eUpload, and eDelivery via mobile device, tablet or desktop; customized relocation website offering tips, tools, videos, interactive programs, and planning resources



## Pick the Mortgage Program that meets your needs

Fixed or Adjustable Interest Rates  
Conventional  
3% down fixed loan program  
Jumbo  
Government – VA / FHA  
New construction



## Servicing

Wells Fargo maintains the servicing on every loan.

From closing until you pay your loan off, you have the security knowing your loan will be serviced by Wells Fargo.



## More than a Bank – In your community

We donated \$15.6 million in environmental grants in 2017 to nonprofits, universities, and other organizations that support clean technology, environmental education, and strengthening community resiliency.

Our Clean Technology and Innovation grant program contributed \$2 million in 2017 to 40 clean-tech channel partners.



Review slide

Relocation certification - Home Mortgage Consultants located at 1,300 branch locations throughout the U.S. are required to earn Relocation Certification in order to originate corporate relocation loans

# EPA relocation management team



## Relocating employees

**1-800-525-3902**

[www.wellsfargorelo.com](http://www.wellsfargorelo.com)

- Centralized and dedicated relocation team serving all 50 states  
Monday-Friday: 7:00 a.m. - 9:00 p.m. CST | Saturday: 8:00 a.m. - 6:00 p.m. CST
- Wells Fargo Home Mortgage branches offer 8,240 team members in 1,300 locations.

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Please ensure photos are professional and WF-appropriate.

Add all contact information, including region 800 number and client-specific Relo web site URL if applicable.